

***California Legal Services (Title III B)***  
***PSA Level Quarterly Narrative Report***

**Fiscal Year: 2014-2015**

**Quarter: 4**

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**PSA: 1**

**Provider: Legal Services of Northern California**

**Counties: Humboldt, Del Norte**

Optional Success  
Story(ies)/Case Summary(ies)

Optional Information on  
Collaboration with Other  
Advocacy Groups

**PSA: 2**

**Provider: Legal Services of Northern California**

**Counties: Shasta, Siskiyou, Trinity, Lassen and Modoc**

Optional Success  
Story(ies)/Case Summary(ies)

Optional Information on  
Collaboration with Other  
Advocacy Groups

**PSA: 3**

**Provider: legal services of northern calif**

**Counties: Butte**

Optional Success  
Story(ies)/Case Summary(ies)

Optional Information on  
Collaboration with Other  
Advocacy Groups

**PSA: 4**

**California Legal Services (Title III B)**  
**PSA Level Quarterly Narrative Report**

**Fiscal Year: 2014-2015**

**Quarter: 4**

**Provider: Legal Services of Norther California**

**Counties: Yolo**

Optional Success  
Story(ies)/Case Summary(ies)

Client and her husband, who are approaching 70, contacted LSNC for assistance after their adult son became increasingly aggressive and threatening. Their son stopped taking medication for a serious mental illness and refused to comply with doctor's orders for medication. He lived with them and made threats and brandished a weapon on several occasions. The client and her husband feared for their safety in their rural Yolo County home and called the police. Although their son was placed on an involuntary psychiatric hold at a local hospital, they are fearful that he will return to their home and carry out the threats after he is discharged. LSNC attorneys prepared and filed an elder abuse restraining order and represented the clients at the hearing. The Judge granted the restraining order, which provides that their son must remain at least 100 yards away from the clients for three years.

Optional Information on  
Collaboration with Other  
Advocacy Groups

LSNC staff holds office hours at the following locations:  
Esparto: 1<sup>st</sup> Thursday of the month, every other month at RISE; West Sacramento: 4<sup>th</sup> Thursday of the month at the Senior Center; Knights Landing: 1<sup>st</sup> Monday of the month, every other month at Center for Families (formerly YFRC); Winters on the 1<sup>st</sup> Wednesday of the month, every other month at RISE; Davis on the 1<sup>st</sup> Monday of the month at Grace in Action (housed at the United Methodist Church). In addition, LSNC attends monthly meetings of the Multi-Disciplinary team with APS, DESS, and other advocates for older adults. LSNC also participates in regular meetings of the Yolo County Health Aging Alliance (YHAA) and chairs the YHAA Collaboration Subcommittee with other Yolo County senior providers, including the Food Bank, Elderly Nutrition Program, Adult Day Health Center, Supervisor Provenza's staff, Yolo Hospice, Department of Employment and Social Services, Veteran's Services, and representatives from the three Senior Centers. LSNC is also participating in planning meetings for the Yolo County ADRC and the Yolo Center for Aging.

Legal Representation: 83.00  
Legal Advice/ Assistance: 150.40  
Community Education: 19.00  
Special Outreach: 0  
Total Hours: 252.40

**California Legal Services (Title III B)**  
**PSA Level Quarterly Narrative Report**

**Fiscal Year: 2014-2015**

**Quarter: 4**

**Provider: Sacramento Senior Legal Services**

**Counties: Sacramento**

Optional Success  
Story(ies)/Case Summary(ies)

A senior legal hotline attorney represented a low income client in his seventies before the Labor Commissioner in an attempt to recover several years of unpaid compensation. The client, who worked as a security guard, was not permitted meal or rest breaks - even on-duty breaks - for years. When he complained, his supervisor told him he was lucky to have the job. The hotline attorney calculated the funds due the client and argued the case at a hearing before the labor commissioner earlier this month. The commissioner found in the client's favor - awarding him more than \$15,000 in back pay.

An older adult was served with a notice demanding he move from his rental home of 25 years within 60 days. The landlord did not provide a reason for asking the client to move. The client was very surprised and had difficulty finding a new rental unit. When he did not move by the end of the 60 days, the landlord filed an unlawful detainer (eviction) suit against him. When he received the summons and complaint, he brought them to a senior legal hotline attorney for help preparing and answer to be filed with the court. The hotline attorney helped the client prepare the answer that resulted in dismissal of the suit because the client was able to move in the interim. As a result, the client avoided an eviction on his credit record.

An older adult woman living on SSI believed she was eligible for retirement benefits on the account of her former spouse. She applied, but the Social Security Administration denied her application as they had evidence she had been separated from her spouse for part of their marriage. A hotline staff attorney advised the client the Administration's determination about the separation was not lawful and helped the client appeal the decision. She was awarded retirement benefits and her monthly income, though still very modest, increased by nearly \$100.

Optional Information on  
Collaboration with Other  
Advocacy Groups

**Provider: Yuba Sutter Legal Center**

**Counties: Sutter & Yuba**

Optional Success  
Story(ies)/Case Summary(ies)

Legal assistance hours for the quarter include 207.00 for Sutter County and 173.50 for Yuba County (380.50 total). Legal representation hours include 56.75 for Sutter County and 86.50 for Yuba County (143.25 total). Grand total of service units for the 4th quarter of FY 14/15 total 523.75 hours.

The community education activities were three for Sutter County with 8.00 hours and three for Yuba County with 6.00 hours (14.00 total).

Optional Information on  
Collaboration with Other  
Advocacy Groups

## **California Legal Services (Title III B)**

### **PSA Level Quarterly Narrative Report**

**Fiscal Year: 2014-2015**

**Quarter: 4**

**Provider: Legal Services of Northern California**

**Counties: Nevada, Placer & Sierra**

Optional Success  
Story(ies)/Case Summary(ies)

April 2015

LSNC advocates assisted an elderly veteran who received a notice terminating his tenancy. LSNC advocates represented Mr. P at this trial and successfully negotiated a stipulated agreement allowing him to stay in his home with a reasonable accomodation. As a result of LSNC advocacy, Mr. P now has In Home Support Services.

May 2015

LSNC counseled a mobilehome owner who was dealing with her husband's dementia. Mrs. P received warning notices about the locks she placed on gates around the mobilehome park to prevent her husband from wandering off the property. Unfortunately, the locks also prevented maintenance from making repairs to the property and prevented emergency vehicles from traveling through the park. LSNC provided information to Mrs. P about her rights and obligations as a homeowner and community member. LSNC also provided suggestions on what might be a reasonable accomodation in her situation and community resources. Mrs. P successfully negotiated a reasonable accomodation that addressed her husband's needs and the Park's responsibility to maintain the common areas of the park and to protect the other residents.

June 2015

Nothing to report.

Optional Information on  
Collaboration with Other  
Advocacy Groups

April 2015

Mother Lode Regional Office advocates met with Nevada County APS, IHSS and Public Guardian staff to review LSNC programs and collaborative case handling protocols.

May 2015

Discussion with Alzheimer's Association to work out a plan to link seniors in need of reasonable accomodations with legal assistance and assistance developing appropriate individualized accomodations. These accomodations prevent eviction and loss of independence.  
Discussion with Placer Victim Services to determine best approach to assisting a senior who was a victim of activities by a real estate broker.  
Discussion with Placer APS to determine best approach to assisting a senior diagnosed with severe dementia and who lacked legal capacity to assist with her legal issues.  
Discussion with Nevada County APS to help determine appropriate - hopefully temporary - placement of a senior being evicted due to need to urgent medical evaluation and treatment.  
Discussion with Placer charitable organization about referrals and collaborative assistance with legal issues.

June 2015

Nothing to report.

**California Legal Services (Title III B)**  
**PSA Level Quarterly Narrative Report**

**Fiscal Year: 2014-2015**

**Quarter: 4**

**PSA: 5**

**Provider: Legal Aid of the North Bay**

**Counties: Marin**

Optional Success  
Story(ies)/Case Summary(ies)

LAM assisted a 71 year-old widowed woman settle a debt collection matter after was sued by a large national bank. The debt was linked to a credit card under her late husband's name only, but the creditor sued LAM's client alleging it was entitled to collect from the surviving spouse under the probate and family law codes. LAM drafted a letter to the attorneys for the national bank to inform them that our client was a widow with limited income and struggling to make ends meet since her husband's passing. With the assistance of LAM, our client reached a settlement agreement with the bank that saved her approximately \$5,000. Upon completion of our services LAM's client expressed her gratitude by sending our staff attorney a quick note that read, "Thank you so much for helping me. I could not have accomplish[ed] this without you."

LAM handled a case for a 65 year-old disabled veteran with cancer. He married & immigrated an Eastern European woman who quickly left him and filed an apparently bogus domestic violence claim against him. The DV case was thrown out of Family Court and the Marin DA dropped the crime charges. I advised him regarding a possible filing to nullify the marriage as opposed to a divorce. He opted for a divorce that will be final May 25. He was very happy w/ LAM's service

Optional Information on  
Collaboration with Other  
Advocacy Groups

**PSA: 6**

**California Legal Services (Title III B)**  
**PSA Level Quarterly Narrative Report**

**Fiscal Year: 2014-2015**

**Quarter: 4**

**Provider: Nihonmachi Legal Outreach dba Api Legal O**   **Counties: San Francisco**  
**Outreach**

Optional Success  
Story(ies)/Case Summary(ies)

Client is a monolingual Tagalog speaker. She came to APILO through a direct referral from ALC. Client contacted ALC asking for housing legal assistance. ALC referred the client to APILO, saying it's too much for their office to handle due to the language barrier and the complications involved in this case.

When APILO staff attorney first met with the client, she was very timid, very fearful, and very hesitant about speaking. During most of our initial in-person intake, she let her daughter speak for herself. After a lengthy interview of the client and her daughter, APILO staff attorney found that client's landlords were having financial difficulties and now face foreclosure. They (landlords) tried to evict client and her family by sending a defective eviction notice. When client and her family refused to leave, landlords harassed them in different ways, including: taking away the burners on the stove, taking the microwave away, removing the shower head, and removing the toilet seat. They (landlords) subsequently took away the stove, and turned off the electricity service (PG&E) and the water service. The male landlord even punched a hole into one of the walls and tried to blame the damage on the client's daughter.

Ana, working with a community volunteer providing Tagalog interpretation, prepared an elder abuse restraining order (EARO) petition for the client. On Friday, APILO staff attorney appeared for the restraining order hearing. There, the judge (Crompton) issued a two-year restraining order against the landlords. Client had a Tagalog interpreter at the hearing. And, when the judge announced his decision, the client cried in relief.

Optional Information on  
Collaboration with Other  
Advocacy Groups

In the month of June 2015, the API Elder Abuse Task Force held a meeting to discuss the continue challenge of keeping consumers informed about elder abuse and scams. Particularly, the collaborative members wants to campaign seniors to do regular credit checks as a way to identify if their credit cards had been unlawfully used through identity theft. The members are considering using the SF connect, a program supported though DAAS to assist senior in doing credit checks with the assistance of these senior center hubs.

In addition, there have been concerns with a number of evictions that target seniors using intimidation tactics like the one illustrated above.

**California Legal Services (Title III B)**  
**PSA Level Quarterly Narrative Report**

**Fiscal Year: 2014-2015**

**Quarter: 4**

**Provider: La Raza Centro Legal, Inc.**

**Counties: San Francisco**

Optional Success  
Story(ies)/Case Summary(ies)

April Client: A monolingual Spanish speaking senior resident came to our clinic seeking for help with a letter from the Social Security Administration. In this letter the Administration was requesting bank statements from January 2013 to March 2015 to determine his income eligibility for SSI. We accompanied him to Wells Fargo bank to request copies of his statements and we found out that he was paying \$5.00 monthly as a fee for his checking account. We argued that he is a senior and he was entitled to have his account for free because he receives direct deposits from the Social Security Administration. With our help Wells Fargo Bank stopped charging him the \$5.00 fee and returned all the money that they charged him for having the account. We were able to help our client to obtain the bank statements and to stop paying a fee for having his checking account.

May Client: A senior resident of San Francisco came to our clinic because he had a problem with her public benefit. Her SSI benefit was been reduced by a mistake by the Social Security Administration. They made a wrong calculation based on her husband's income. We helped her to write a letter to the Administration to correct the mistake and we attached her husband's pay stubs to prove our statement. With our help our client got the full amount of her SSI benefit that she was entitled.

June Client: A senior resident of San Francisco came to our office looking for help because he had a housing problem. His apartment unit was infested with issues like pests, an out of order refrigerator, soiled carpets, etc. He came to our office to show pictures of his unit. He needed an advice on what to do because he has contacted his landlord and his landlord is not responding to his notes. As his unit was like that since he moved in. We explained him his tenant rights, and the violations that the landlord is doing. We wrote a letter to his landlord to let him know the severity of the issue and to take the necessary steps to fix the unit. The tenant is going under the "repair and deduct" method and using inspection in order to have his unit livable.

Optional Information on  
Collaboration with Other  
Advocacy Groups

During this past quarter we were able to set one presentation for seniors around the city, focused on public benefits and estate planning issues.

We keep participating actively at the Latino Partnership with monthly meetings at the 30th Street Senior Center where we share point of views and talk about common issues. Likewise, but keep collaborating with the Senior Rights Bulletin by providing pertinent articles for seniors and providing proofreading and editing for the Spanish version of it.

Finally, we collaborate actively with the Legal Aid Association of California, Senior Law Chapter in both the Steering Committee and the Languages Access Committee. Our goal is to provide our input in sensitive and crucial legal issues of interest for seniors.

**California Legal Services (Title III B)**  
**PSA Level Quarterly Narrative Report**

**Fiscal Year: 2014-2015**

**Quarter: 4**

**Provider: Asian Americans Advancing Justice**

**Counties: San Francisco**

Optional Success  
Story(ies)/Case Summary(ies)

Client Z was elderly, disabled, monolingual Cantonese speaker who came to us thinking she was going to be evicted that very day. Our staff discerned that she was not in fact going to be evicted that day, but the landlord attorney had already won a default judgment against her and her husband (also disabled, elderly, monolingual), and was threatening to schedule the eviction if she did not respond to their settlement offer. Luckily, we were able to get in contact with the landlord attorney before an eviction could be scheduled, and negotiated a deal for Client Z and her husband to stay, to remove the judgments from their record, and then seal their record. While other terms were not as great due to the poor bargaining position, Client Z assured him that she would be able to comply with the agreement, and mostly wanted to ensure she would not be evicted and that her record would remain clear. We were able to avert an eviction of an elderly, monolingual, disabled couple who almost certainly would have been homeless and have their lives, health, and safety put at risk.

Optional Information on  
Collaboration with Other  
Advocacy Groups

**Provider: Legal Assistance to the Elderly**

**Counties: San Francisco**

Optional Success  
Story(ies)/Case Summary(ies)

Client is 62 year old Cantonese speaker, who lives with his wife in the Richmond District. His landlord attempted an owner move-in eviction, but there were serious questions regarding his intent. We represented the client, filed a motion to quash and prevailed. Client paid back rent due and retained possession.

Optional Information on  
Collaboration with Other  
Advocacy Groups

Our Executive Director continues to participate in a statewide network with other legal services through the Legal Aid Association of California. This includes a list serve focusing on both administrative issues and substantive legal issues and periodic conference calls on topical issues.

**PSA: 7**



**California Legal Services (Title III B)**  
**PSA Level Quarterly Narrative Report**

**Fiscal Year: 2014-2015**

**Quarter: 4**

**Provider: Contra Costa Senior Legal Services**

**Counties: Contra Costa**

Optional Success  
Story(ies)/Case Summary(ies)

This quarter, staff at CCSLS was successful in negotiating a settlement of an unlawful detainer case in which a long term resident of subsidized housing in Richmond was able to remain in her home. This process, ongoing for nearly a year, began when the client received a notice for unauthorized occupant because her son, a convicted felon, stayed with her on occasion. The client, 73 years old and very low income, faced the prospect of losing her home. With the assistance of staff at CCSLS, the client was able to resolve the unlawful detainer and will, hopefully, have the matter dismissed after the probationary period expires. Staff was also successful at resolving a matter in which a very low income client was induced by a door-to-door salesman into entering into a contract to purchase a vacuum cleaner for over \$3,000. After receiving a demand letter from CCSLS, the company agreed to void the contract and to return of the client's funds.

Optional Information on  
Collaboration with Other  
Advocacy Groups

Staff from CCSLS participated in a panel discussing available legal services for seniors at a staff meeting for HICAP. We also entered into a new Memorandum of Understanding with the Ombudsman and with the Family Justice Center.

**PSA: 8**

**California Legal Services (Title III B)**  
**PSA Level Quarterly Narrative Report**

**Fiscal Year: 2014-2015**

**Quarter: 4**

**Provider: Legal Aid Society of San Mateo County**

**Counties: San Mateo**

Optional Success  
Story(ies)/Case Summary(ies)

In April of 2013, Ms. P came to Legal Aid because she believed she was the victim of financial elder abuse. In early 2004, Ms. P's niece, Lynn, repeatedly approached Ms. P, seeking money for a business venture Lynn and her husband were embarking on. After multiple requests, Ms. P finally relented, giving them almost \$60,000. The money wasn't enough. Several months later, Lynn and her husband returned to Ms. P and asked her to take a home equity line on her house and to give them the money. They assured Ms. P that they would pay her back, but that they desperately needed the money for their business. Ultimately, once more, after repeated assurances that she would be repaid, Ms. P relented and provided Lynn and her husband with an additional \$135,000.

At first, all seemed well, as Lynn and her husband made regular repayments on the loan; however, these eventually came to an end. By 2011, they had stopped making payments completely. They refused to communicate any further with Ms. P and became hostile and abusive.

Unfortunately, neither Ms. P nor Lynn or her husband documented any of these transactions. Instead, Ms. P trusted that her family relationships would be sufficient. During this time, Ms. P was suffering from a number of medical issues, including an inability to walk or write properly. Ms. P was eventually diagnosed with brain cancer. After meeting with Ms. P, the Legal Aid attorney realized that this complex financial abuse case required the resources of a bigger firm. With Ms. P's permission, Legal Aid requested pro bono counsel to take the case. Weil Gotshal agreed to represent Ms. P.

After other attempts to resolve the issue proved futile, Weil Gotshal sued Lynn and her husband on Ms. P's behalf, alleging elder abuse and breach of contract. After two years of litigation ending in a trial, Ms. P prevailed on both counts. The Court awarded compensatory damages of \$48,800 (the amount outstanding on the two loans) and attorney's fees.

Mr. Sis a 78-year old man who has lived in a long-term care facility paid for by Medi-Cal for many years because of a severe developmental disability. Effective January 1, 2015, Mr. S suddenly found himself terminated from Medi-Cal because of a testamentary trust his mother had set up for him in the 1980's. Because he is unable to advocate for himself in these matters because of his disability, an appeal was not filed until after the aid paid pending deadline had passed. This meant that Mr. S was forced to live without Medi-Cal until the trust issue was resolved. This endangered not only his ability to receive any needed medical care, but his long-term care placement as well.

Legal Aid became involved after Mr. S's Golden Gate Regional Center social worker realized what had happened and scheduled an appointment for legal assistance at the end of February. The Legal Aid attorney agreed to represent Mr. S in his Medi-Cal appeal. The original trust document was missing, but the attorney was able to argue that the will and other supporting documentation clearly established that the trust was unavailable to Mr. S and that the principal was never going to revert to him even after his death. Based on this supporting evidence and the explanation of the trust mechanism, the county agreed to a conditional withdrawal. In June

**California Legal Services (Title III B)**  
**PSA Level Quarterly Narrative Report**

**Fiscal Year: 2014-2015**

**Quarter: 4**

Optional Information on  
Collaboration with Other  
Advocacy Groups

2015, the county reinstated Mr. S to full-scope Medi-Cal coverage retroactive to January 1, 2015. Mr. S now has medical coverage and his long-term care facility can bill for the six months of care they provided to the consumer without payment.

Legal Aid continues to collaborate with a wide variety of stakeholders. We are an active member of the Adult Abuse Prevention Committee, a subcommittee of the Commission on Aging. We are currently working on a three-pronged strategy of awareness, education, and prevention. We also work closely with the Human Services Agency, the Health Plan of San Mateo and HICAP to ensure that the seniors in our community receive the medical coverage and care they need and are entitled to. As part of those collaborations, we are a member of the Cal MediConnect Advisory Committee. We are also the state Ombudsman in San Mateo County for the CCI demonstration project. Legal Aid is also part of the statewide Senior Legal Services Provider group run through the Legal Aid Association of California. We participate in bimonthly calls and in-person meetings to discuss senior legal issues of statewide importance.

**PSA: 9**

**California Legal Services (Title III B)**  
**PSA Level Quarterly Narrative Report**

**Fiscal Year: 2014-2015**

**Quarter: 4**

**Provider: Legal Assistance for Seniors**

**Counties: Alameda**

Optional Success  
Story(ies)/Case Summary(ies)

Legal Assistance for Seniors successfully represented a 71 year-old woman in her naturalization proceedings.

Mrs. I lived in the U.S. as a legal permanent resident for over 13 years. She calls the United States her dreamland. She told LAS that she suffered for many years in her home country because of poor living conditions and political turmoil. She shared stories of waiting hours in grocery lines for basic food staples like milk and bread only to be turned away because of food shortages. She longed to become a U.S. citizen but was intimidated by the process.

LAS assisted Mrs. I with her citizenship application and obtained a fee waiver on her behalf. LAS provided her with study materials and prior to her scheduled interview, LAS conducted a mock interview at our office to allow her to practice in a testing environment.

With LAS' assistance, Mrs. I passed her naturalization interview and fulfilled her dream of becoming a U.S. citizen. She plans on applying for a U.S. passport so she can take her granddaughter to visit her home country this summer.

For FY 2014-15, Legal Assistance for Seniors (LAS) signed a single contract that combined the Title III legal services contract with the Adult Protective Services (APS) contract. The goals stated in that contract were the sum goals of both contracts with no breakdown of how many clients were to be served by either contract individually.

Despite being combined in the contract, LAS reports separately for the Title III legal services contract (quarterly) and the APS contract (monthly). This report is solely the fourth quarter report for Title III.

There is no final report for the combined contract. LAS would like to take this space to report on those total goals specified in our contract. The stated goal for number of clients LAS served in FY 2014-15 was 770. LAS served 833 clients in the combined APS and legal services contract. The stated goal for legal hours provided was 7,388. In FY 2014-15, LAS provided 11,498 hours of legal service hours.

In FY2014-15, LAS was contracted to provide 727 Legal Community Education hours. We provided 841 hours of Legal Community Educations, 200 hours as Special Outreach Activities and 641 hours as Community Legal Education Programs.

Optional Information on  
Collaboration with Other  
Advocacy Groups

Legal Assistance for Seniors (LAS) works closely with Alameda County APS to serve clients suffering from or at risk for elder abuse by providing legal services for clients in need of legal advice and/or protections. LAS has also been awarded the Alameda County HICAP contract and provides HICAP counseling services as well as legal services for HICAP clients. LAS collaborates with the Contra Costa County HICAP program and provides legal services for clients referred to LAS by Contra Costa HICAP

**California Legal Services (Title III B)**  
**PSA Level Quarterly Narrative Report**

**Fiscal Year: 2014-2015**

**Quarter: 4**

counselors. LAS also works with the Alameda County Ombudsman to serve clients in residential facilities. Additionally, LAS works with the Alameda County Department of Children and Family Services to serve clients needing assistance in obtaining legal guardianship of minors. LAS' is a participating agency in the Northern Alameda County Kinship Collaboration and provides legal services to relative caregivers of minors. LAS also maintain collaborative relationships with the State Bar of California and the cities of Alameda, Fremont, Hayward, Livermore, and Pleasanton to provide legal services to seniors as well as educational presentations and referrals to other community resources.

**PSA: 10**

**Provider: Senior Adults Legal Assistance (SALA)**

**Counties: Santa Clara**

Optional Success  
Story(ies)/Case Summary(ies)

Optional Information on  
Collaboration with Other  
Advocacy Groups

Collaboration With Senior Centers and Other Sites to Deliver Services: For the 4th quarter of 2014-15, SALA provided on-site legal service intake appointments at 23 senior centers or sites in Santa Clara County. These sites included: Avenidas Senior Center and Stevenson House (in Palo Alto), Mountain View Senior Center, Sunnyvale Community Services, Santa Clara Senior Center, Milpitas Senior Center, Cypress Senior Center (San Jose), Cupertino Senior Center, John XXIII Senior Center (operated by Catholic Charities in San Jose), Roosevelt Community Center (San Jose), Alma Senior Center (San Jose), Seven Trees Center (San Jose), Eastside Senior Center (San Jose), Campbell Adult Center, Willows Senior Center (San Jose), Camden Community Center (San Jose), Almaden Senior Center (San Jose), Saratoga Senior Center, Evergreen Senior Center (San Jose), Southside Senior Center (San Jose), CRC Senior Center (Morgan Hill), and Gilroy Senior Center. Staff at these sites scheduled SALA's appointments and the sites also provided a private interview room free of charge.

**PSA: 11**

**California Legal Services (Title III B)**  
**PSA Level Quarterly Narrative Report**

**Fiscal Year: 2014-2015**

**Quarter: 4**

**Provider: Council for the Spanish Speaking**

**Counties: San Joaquin**

Optional Success  
Story(ies)/Case Summary(ies)

June 2015 was an exceptional month for Senior Legal Services and Caregiver Legal Services. We exceeded our units of service for both programs which was a great way to end our fiscal year. Donations were excellent as well. We collected \$237.00 in donations for the month. Clients are always informed that services are free of charge, but donations are accepted. We look forward to a successful 2015 2016 fiscal year.

Optional Information on  
Collaboration with Other  
Advocacy Groups

May 2015 was a busy month for Senior Legal Services. As a program, we participated in three outreach events for the month of May. SLS had the opportunity to participate at the City of Lathrop's first Annual Cultural Diversity Fair. The turnout was great, for it being their first year. SLS also participated in the Lolly Hansen Senior Center Open House and Health Fair event in Tracy.

Lastly, SLS participated in San Joaquin County Senior Awareness Day. The turnout was great and many seniors at the event embraced SLS and the services it does for the senior community. We look forward to participating next year.

**PSA: 12**

**Provider: Catholic Charities**

**Counties: Alpine, Amador, Calaveras, Mariposa, Tuolu**

Optional Success  
Story(ies)/Case Summary(ies)

Optional Information on  
Collaboration with Other  
Advocacy Groups

**PSA: 13**

**California Legal Services (Title III B)**  
**PSA Level Quarterly Narrative Report**

**Fiscal Year: 2014-2015**

**Quarter: 4**

**Provider: Senior Citizens Legal Services**

**Counties: Santa Cruz & San Benito**

Optional Success  
Story(ies)/Case Summary(ies)

SCLS assisted clients 70+ years old in defending as eviction. The clients are a married couple and the husband is in the final stages of cancer. The client has been on hospice for a few months when the property owner gave termination of tenancy notice for the process of selling the house. The clients have lived in their home for the past 20 years. SCLS was able to defend the Unlawful Detainer (Eviction) case and entered into a settlement with the landlord allowing the clients to spend the husbands final days in the home he has known for years.

SCLS assisted "Hal" an 80-year-old client who had received an overpayment statement from Social Security stating that Hal owed more than \$80,000 from overpayments. SCLS was able to research the "overpayments" and discovered \$35,000 in incorrect overcharges attached to the clients account. SCLS was able to request a hardship waiver and was granted a reduction in the amount actually owed of \$15,000. The remaining balance of approximately \$30,000 scheduled as a payment scheduled at \$15 per month reduction in Social Security Payments until repaid.

SCLS assisted "Theo" a 65+ year old disabled veteran who was homeless four years ago. "Theo" received a 3-day notice to terminate his Section 8 tenancy because he possessed a service animal. SCLS was able to see "Theo" for an emergency appointment the same day he received the notice. SCLS requested a reasonable accommodation for persons with disabilities to allow his trained service animal from a prescription from "Theo's" physician. The property owner filed an Unlawful Detainer (Eviction) lawsuit and SCLS defended the client and assisted him in pursuing a Department of Fair Education and Housing (DFEH) complaint for discrimination based on his disability. The property owner dismissed the Eviction. The DFEH complaint is currently pending and counsel from DFEH represents Theo for that complaint. "Theo" remained in that housing for 10 months before deciding to move out of state to be closer to children.

Optional Information on  
Collaboration with Other  
Advocacy Groups

**PSA: 14**

**Provider: Central California Legal Services Inc.**

**Counties: Fresno and Madera**

Optional Success  
Story(ies)/Case Summary(ies)

Optional Information on  
Collaboration with Other  
Advocacy Groups

**PSA: 15**

**California Legal Services (Title III B)**  
**PSA Level Quarterly Narrative Report**

**Fiscal Year: 2014-2015**

**Quarter: 4**

---

**Provider: Central California Legal Services, Inc.**

**Counties: Tulare**

Optional Success  
Story(ies)/Case Summary(ies)

Because senior's home was in disrepair, client needed a self-help loan to improve her living conditions, but lenders required home to be in her name. The CCLS attorney contacted Housing & Community Development and worked with probate referee and probate court to get property appraised and eventually record title in client's name.

Optional Information on  
Collaboration with Other  
Advocacy Groups

**Provider: Central California Legal Services, Inc.**

**Counties: Kings**

Optional Success  
Story(ies)/Case Summary(ies)

Optional Information on  
Collaboration with Other  
Advocacy Groups

**PSA: 16**

**Provider: California Indian Legal Services**

**Counties: Inyo and Mono**

Optional Success  
Story(ies)/Case Summary(ies)

Optional Information on  
Collaboration with Other  
Advocacy Groups

**PSA: 17**



***California Legal Services (Title III B)***  
***PSA Level Quarterly Narrative Report***

**Fiscal Year: 2014-2015**

**Quarter: 4**

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**Provider: Central Coast Commission for Senior Citizen**   **Counties: San Luis Obispo**

Optional Success  
Story(ies)/Case Summary(ies)

Optional Information on  
Collaboration with Other  
Advocacy Groups

**PSA: 18**

**Provider: Grey Law of Ventura County, Inc.**

**Counties: Ventura**

Optional Success  
Story(ies)/Case Summary(ies)

Optional Information on  
Collaboration with Other  
Advocacy Groups

**PSA: 19**

**Provider: Bet Tzedek**

**Counties: Los Angeles**

Optional Success  
Story(ies)/Case Summary(ies)

Optional Information on  
Collaboration with Other  
Advocacy Groups

**PSA: 20**

**California Legal Services (Title III B)**  
**PSA Level Quarterly Narrative Report**

**Fiscal Year: 2014-2015**

**Quarter: 4**

**Provider: Inland Counties Legal Services**

**Counties: San Bernardino**

Optional Success  
Story(ies)/Case Summary(ies)

Case #1: 15E-7002475

A very frail 90 year old widow contacted ICLS in April requesting assistance regarding injuries she had suffered while shopping at Ralphs' Supermarket. She had received services many times in the past and trusts ICLS completely because ICLS has always been able to assist her.

The client informed the ICLS advocate that she had been in the frozen section looking for a particular product when something fell from the top shelf striking her on one side of her head and face. She was not aware of the extent of her injuries but felt dizzy and unbalanced. When a Ralphs' employee saw her injuries he immediately escorted the client to the manager's office and called an ambulance. The client was taken to Kaiser where several tests and exams were performed and was then released. She had suffered a huge black eye and the entire side of her face and neck were black and blue. The client's only concern was that Ralphs' pay for her medical expenses. Ralphs' refused claiming the client was at fault. According to the Ralphs' video, the client was shown opening and closing the freezer door four times. After reviewing the client's documents the ICLS advocate advised the client that her medical expenses had been covered by Kaiser except for the ambulance. The advocate also advised that because her injuries were caused by a third party, if she were to receive a settlement or litigation award based on her injuries she would need to reimburse Kaiser first. The advocate advised the client that she was not obligated to file a lawsuit against Ralphs', but that she should consult with an attorney who specializes in Personal Injury cases before making a decision. The client was also informed that ICLS would not be able to help her in this particular matter because personal injury claims are not within ICLS priorities and ICLS does not have any expertise in this type of case. The client was very grateful that ICLS took the time to review her documents and for the advice she was provided with. She later informed the ICLS advocate that she has consulted and retained a private attorney.

Case #2: 13E-7002711 & 13E-7004640

A quite fragile and vulnerable married couple in their 70's and 80's requested assistance regarding their SSI benefits. They are first generation immigrants from China and do not speak or understand English. They are only able to communicate with the help of a Mandarin interpreter.

They began receiving SSI in 2007. In March of 2013 they were informed by SSI that they had been overpaid over \$12,800 (each) and that they were no longer eligible for SSI. They were both very concerned and under a lot of stress. They now had no income and SSI overpayments that they didn't know how they would be able to pay it back.

According to SSI, their decision was based on the CSV of their life insurance policies which had been purchased in 2005. The couple had always cooperated and complied, had been honest and never withheld any information and believed whatever they were told. They could not understand how this had happened because SSI knew that they had life insurance policies since 2007.

**California Legal Services (Title III B)**  
**PSA Level Quarterly Narrative Report**

**Fiscal Year: 2014-2015**

**Quarter: 4**

In 2012 SSI informed them that they needed to designate their life insurance policies as "burial funds" and not withdraw or use any of the money from the "burial fund" for any other purpose. Additionally, SSI required that they sign forms designating their life insurance as a "burial fund" and agreeing not to withdraw or use any of the money for any other purpose. The clients assured SSI that they had no intention of touching any of the money. Additionally, SSI had never provided them, in a language that they could understand. Information regarding SSI resource limits, their responsibilities and the consequences of not complying.

In 2014 the ICLS advocate represented the clients at their hearing with an Administrative Law Judge (ALJ) arguing that they had been misled and lured into having overpayments causing their SSI to be terminated. With an interpreters help, they testified that they had never been informed or provided with any information, because if they had been, they would not be in this situation. The ALJ agreed and issued his decision to have their SSI benefits reinstated and waived each of their overpayment amounts. They were both very grateful and thankful that ICLS had been able to assist them.

Case #3: 15E-7004858

A 71 year old widow contacted ICLS regarding her SSI benefits which had been terminated. The client is a citizen but originally from the Middle East and has difficulty understanding and communicating in English. In May her spouse (who suffered from diabetes) decided to travel to Afghanistan in order to see his country for the last time. His trip was cut short when he fell and hurt his leg. Upon his return he was taken to the hospital and diagnosed with a broken leg. Due to his diabetes, his leg had to be amputated and he passed away ten days later.

When the client went to SSI to inform them that her spouse had passed away, SSI determined that she had been out of the country for more than 30 days and therefore she was no longer eligible for SSI. She explained that she did not travel outside the US and provided SSI with both her and her spouses' passports which showed that only his passport had been stamped, not hers. SSI did not agree. The client was very concerned because she would lose her home if she was not able to pay her mortgage and didn't know where she would get the money to buy food. She didn't want to ask her family for help, she didn't want to bother them because they have their own expenses and families to support.

The client then received notice from SSI that she was no longer eligible for SSI benefits and also notice from Medi-Cal that she was no longer eligible for Medi-Cal because she was no longer a resident of California. The ICLS advocate advised the client to immediately file for a "Request for Reconsideration" because she would be eligible to continue receiving SSI benefits until a decision was rendered provided she filed within ten days of receiving the notice. The advocate prepared the "Request for Reconsideration" for the client to file and advised her that if she received an unfavorable decision she would need to file a "Request for Hearing with an Administrative Law Judge (ALJ)" within ten days of the decision and she would continue receiving SSI benefits until a decision was rendered by the ALJ. The ICLS advocate agreed to represent the client if necessary at her hearing.

A few days later the client returned to the ICLS advocates office and told her that she had gone to SSI to

**California Legal Services (Title III B)**  
**PSA Level Quarterly Narrative Report**

**Fiscal Year: 2014-2015**

**Quarter: 4**

file the "Request for Reconsideration" and as soon as SSI saw her request she was informed by a man who claimed to be a manager that is was not necessary for her to request a reconsideration because SSI was aware of the error, SSI was in the process of reinstating her SSI and she would begin receiving the benefits in August which would include SSI benefits which would include her benefits for the months that she had been due. She was also told that SSI would contact Medi-Cal in order for her medical coverage to be reinstated and that she would be receive this notice in writing.

The client was relieved and very appreciative of the advice and assistance she had received from the ICLS advocate and said that without ICLS she would more than likely have lost her home.

Case #4: 15E-7005020

The clients, a senior and his wife, have a contract with Sears for home warranty and repairs. They were contacted by a sub-contractor regarding upgrades and cleaning of their air system. The clients agreed to have the work done at the cost of \$3,000. The client came to ICLS the next day wanting out of the contract as they were not sure it was a reasonable price to pay for the work agreed upon. The clients were provided information and questions to ask prior to entering into any agreement for work on their home. In reviewing the agreement, the ICLS advocate determined that in fact, it was solely an invoice and pursuant to code would not be considered a valid contract for many reasons. The invoice specifically did not notify the client that they had three days to cancel the contract as well as other mandatory language.

A search of the internet and calling every number listed on the invoice raised serious questions as to the quality of services that would have been provided by this sub-contractor. Oral and written notice was sent through all available means to cancel the contract. The ICLS advocates services were successful and the subcontractor did not appear at the clients home, therefore the clients were able to save their \$3,000. The clients were ecstatic and promised to have any contract reviewed by an attorney prior to signing it to avoid this type of issue in the future.

Optional Information on  
Collaboration with Other  
Advocacy Groups

**PSA: 21**

**California Legal Services (Title III B)**  
**PSA Level Quarterly Narrative Report**

**Fiscal Year: 2014-2015**

**Quarter: 4**

**Provider: Inland Counties Legal Services, Inc.**

**Counties: Riverside**

Optional Success  
Story(ies)/Case Summary(ies)

Case #1: ISE-2001908

The client is disabled senior who owned rental property. Six tenants were occupying the property and had stopped paying rent. The client came to ICLS after having retained two other attorneys to try to evict the tenants, but they both refused to continue representing her for various reasons. The case had dragged on and five of the unnamed tenants had filed pre-judgment claims to right of possession. Tenants one through four were defaulted and tenant five filed a demurrer. The ICLS advocate represented at the demurrer hearing and prepared the case for trial. At the trial the sixth tenant appeared and stated that he had filed bankruptcy. The court, therefore, stayed the trial against the fifth defendant. The ICLS advocate then had to file an order to shorten notice and an expedited motion for relief from stay in the bankruptcy court. The relief was obtained from the bankruptcy court within two weeks of the stayed trial and a new trial was held within two weeks of that. At the trial, the defendant did not appear and judgment was obtained. The ICLS advocate also prepared the writ and Sheriff's instructions and the tenants were evicted about two weeks after that. The client was very happy with the results.

Case #2: ISE-4003009

The client and his wife live with their middle aged son who has severe mental illness. They came to ICLS after having been referred by the Office on Aging for assistance in petitioning the Court for a Domestic Violence Restraining Order following a domestic violence incident with their son. The son had pulled a knife on the client and threatened to harm him if he did not surrender his car keys. The ICLS advocate met with the client and prepared a Domestic Violence Restraining Order, which the client then filed in Court and had it served on his son. The client was grateful for the service. The advocate also provided the client with referrals to local homeless shelters as the client and his wife were concerned about what would happen to their son and did not want him on the streets.

Case #3: 14E-4008433:

The client is a survivor of extreme domestic violence, which included but not limited to economic, verbal, physical and sexual violence. The ICLS advocate represented the client through the restraining order hearing and obtained a domestic violence restraining order. The advocate also assisted the client in negotiating the division of the proceeds from the sale of the marital home and in obtaining a divorce decree which will be effective in July 2015. The advocate also assisted the client in having her maiden name restored effective on the same date. She was very pleased with the result.

Case #4: ISE-4002616

The client is a 66 year old woman on Section 8 housing who sought help in having her pet security deposit refunded by her landlord. She has a limited income and needs the monies for her support. She had paid \$290 as a pet deposit to the landlord. She notified the manager that her pet was no longer on the property because the dog has passed away and had been cremated. She provided proof of the dog's passing and cremation. She was told verbally by the manager that management would not refund her deposit. She received nothing in writing. The ICLS advocate advised the client that she could sue in Small Claims Court for up to \$10,000 but if she wins she will only get a money judgment against the

**California Legal Services (Title III B)**  
**PSA Level Quarterly Narrative Report**

**Fiscal Year: 2014-2015**

**Quarter: 4**

opposing party. She was also advised that in Small Claims it is possible to obtain "specific performance" but that is not the case in her situation. She was also advised of the different ways to collect on a Money Judgment through bank levy, wage garnishment, lien on property or she could sell the money judgment to a collection agency and let them collect. The advocate called the manager regarding the client's deposit. The manager explained that he was very busy with certification and an audit. The client called a week later and informed the advocate that her pet deposit had been returned. She was very grateful for ICLS services.

Case #5: 15E-4003750

The client is a 77 year old monolingual Spanish speaker whose only source of income is from SSA and a small pension that she and her husband have. She came in because she had been receiving letters from the Senior Citizens League asking her for a contribution. She had been making the contributions because she was told by the SSA office that she had to pay for the monthly contribution. She said that she wanted them to stop billing her, and that now it seems like every month she is receiving a bill. The ICLS advocate advised the client that this was not a bill and that contributions are voluntary. She had been under the impression that the monies were going to be taken out of her SSA monies. The advocate advised the client not to send any more monies because she needed the money to support herself. She was also advised that this was not a contract and therefore she had no obligation to pay, in a contract all parties must be in agreement after an offer has been made by one party and accepted by another. Something of value must be exchanged such as cash, services or goods (or a promise to exchange such an item- for something else of value. In her case she does not have to accept the solicitation by the Senior Citizens League. The client had been under the impression that the monies were going to be taken out of her SSA monies and was very thankful for the advice because she could no longer afford to pay the donation.

Optional Information on  
Collaboration with Other  
Advocacy Groups

**PSA: 22**

**California Legal Services (Title III B)**  
**PSA Level Quarterly Narrative Report**

**Fiscal Year: 2014-2015**

**Quarter: 4**

**Provider: Legal Aid Society of Orange County**

**Counties: Orange**

Optional Success  
Story(ies)/Case Summary(ies)

The Seniors Citizen Legal Services Program (SCLAP) assisted an elderly couple who had received notice that their Section 8 housing benefits were being terminated. Representing the clients at an administrative hearing, we were able to show that the basis for seeking to terminate the benefits was factually incorrect. The potential loss of section 8 benefits can have a very harsh effect on a tenant, particularly elderly tenants, as they are typically unable to afford rent at the market rate. The clients were very happy that they will be able to remain in their apartment.

Since the "Great Recession" SCLAP has seen a significant increase in the number of seniors seeking our help with financial matters. This past quarter, we assisted an elderly couple who had received a Notice of Levy pursuant to which a judgment creditor had filed a levy against their bank account. Although the account contained the clients' Social Security benefits, other money had also been deposited into the account. The bank turned over the money in the account to the Sheriff's Office. We assisted the couple in filing a Claim of Exemption, claiming that the funds removed from the account were exempt from levy. The clients were successful on their Claim of Exemption and the money was returned to their account.

Optional Information on  
Collaboration with Other  
Advocacy Groups

During the past year, LASOC worked with the Orange County Superior Court, UCI and Chapman Law Schools, the Orange County Bar Association, O'Melveny & Meyers and other community stakeholders to establish an Elder and Dependent Abuse Temporary Restraining Order (TRO) Clinic. Using law students under the supervision of volunteer attorneys, the Clinic assists parties in preparing or responding to an Elder and Dependent Adult TRO. The Clinic operates each Tuesday and Friday from 9:00 a.m. – 1:00 p.m., at the Central Justice Center in Santa Ana. From mid-September, when the Clinic started, through the end of June the Clinic has held 76 Clinic sessions and served 128 parties.

**PSA: 23**

**California Legal Services (Title III B)**  
**PSA Level Quarterly Narrative Report**

**Fiscal Year: 2014-2015**

**Quarter: 4**

**Provider: Elder Law & Advocacy**

**Counties: San Diego**

Optional Success  
Story(ies)/Case Summary(ies)

1. Our client, a 68 year old woman with disabilities, who also lives alone, rented a mobile home and lot from a mobile home park. Client noticed leaks and mold within the home and persistently notified the landlord of her concern. The landlord eventually sent a plumber to inspect the home. The plumber found and fixed five different leaks from nearly every pipe connected to her home, but did not inspect for mold. Our staff attorney advised client that she could have an inspection and repairs done on her own and deduct the cost from her rent. Client had an inspection done and found out that there was dangerous mold in the air conditioner. Additionally, client paid to have the air conditioner ducts cleared. The client was again instructed that she could deduct these costs from her rent. The client was relieved to have the repairs done without having to wait on her unresponsive landlord.

2. Our client, a 73 year old man with disabilities, who also lives alone, entered into a contract with a company to remodel his bathroom. As part of this contract, client was required to pay a progress payment. After the contract was signed, a company representative came back to client's residence to re-measure and advised client that the shower door, initially recommended by the company and which was part of the original contract, may not work with this remodel. Client was informed that there would need to be an increase in the contract price as a custom shower door was needed. Client declined to immediately accept this change in the contract terms and would re-contact the company. A few days later, client called the company and told the representative that he was unwilling to accept this change in the contract and client now considers the contract void. Client demanded a full refund of the progress payment.

After claiming to the company that he considered the contract rescinded, client hired another company to do the remodel. The original company then called client back and agreed to do the job at the original contract price. Client informed the representative that he had already hired another company and again demanded a refund. The representative stated to client that he had exceeded the cancellation period. No refund was received by client. Our staff attorney sent a letter to the original company demanding the full refund and client received the full refund within one week. Client is very grateful for Elder Law & Advocacy's services and believes that he would not have received the refund without our assistance.

Optional Information on  
Collaboration with Other  
Advocacy Groups

**PSA: 24**



**California Legal Services (Title III B)**  
**PSA Level Quarterly Narrative Report**

**Fiscal Year: 2014-2015**

**Quarter: 4**

**Provider: Elder Law & Advocacy**

**Counties: Imperial**

Optional Success  
Story(ies)/Case Summary(ies)

Our client, an 81 year old low-income, minority widow, was a resident at a mobile home park. Client was being billed for an eight-month overdue balance without any explanation from management despite her request for an accounting. Client additionally noticed that she was not credited from her rent payment. Our staff attorney informed client that she could not legally compel management to provide her with an accounting, but that if they tried to evict client or sue her for rents due, they would have to provide such an accounting to the court. Client was instructed to continue keeping records of all payments made to management. Management eventually requested these receipts and our staff attorney instructed her to send copies of the receipts to the owner directly. Client was able to provide a receipt for the supposed missing payment. Client was very grateful for our assistance in the resolution of this long-standing issue.

Our client, a 60 year old blind, low-income, minority man, who also lives alone, came to us for assistance with an unlawful detainer case previously brought against client's former tenant. Client was to receive a conditional judgment from the former tenant within five days, but had not received such payment. Our staff attorney helped client file the order on the conditional judgment because the former tenant's condition was not fulfilled. Our staff attorney followed up by assisting client to collect on his judgment via a wage garnishment lien on the former tenant's paycheck. Client was extremely grateful for our services.

Optional Information on  
Collaboration with Other  
Advocacy Groups

**PSA: 25**

**Provider: Bet Tzedek**

**Counties: Los Angeles City**

Optional Success  
Story(ies)/Case Summary(ies)

Optional Information on  
Collaboration with Other  
Advocacy Groups

**PSA: 26**

***California Legal Services (Title III B)***  
***PSA Level Quarterly Narrative Report***

**Fiscal Year: 2014-2015**

**Quarter: 4**

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**Provider: Legal Services of Northern California**

**Counties: Mendocino & Lake**

Optional Success  
Story(ies)/Case Summary(ies)

Optional Information on  
Collaboration with Other  
Advocacy Groups

**PSA: 27**

**Provider: Council on Aging**

**Counties: Sonoma**

Optional Success  
Story(ies)/Case Summary(ies)

Optional Information on  
Collaboration with Other  
Advocacy Groups

**PSA: 28**

**Provider: Legal Aid of Napa Valley**

**Counties: Napa**

Optional Success  
Story(ies)/Case Summary(ies)

Optional Information on  
Collaboration with Other  
Advocacy Groups

**California Legal Services (Title III B)**  
**PSA Level Quarterly Narrative Report**

**Fiscal Year: 2014-2015**

**Quarter: 4**

**Provider: Legal Services of Northern California**

**Counties: Solano**

Optional Success  
Story(ies)/Case Summary(ies)

(1) A client lost her home to foreclosure and relocated into an independent living facility. During the transition she was enticed into purchasing a new Cadillac by an unscrupulous auto dealer. Due to the client's fixed income and the exorbitant cost of her monthly car payment (over \$400) the client immediately fell behind on her rent. After hearing about the client's problem, the client's cousin offered to "help" by taking possession of the vehicle and promising to make the car payments himself. Not surprisingly, the client's cousin failed to make the payments as agreed. The cousin also racked up a number of parking tickets and toll violations. When the client demanded that her cousin return the vehicle, he claimed that the car had "disappeared."

The client contacted the police department to report the car stolen and was informed that it was a "civil matter." Client desperately needed to return the vehicle to the lender through voluntary repossession but was unable to do so because she could not locate the vehicle. The client began receiving numerous creditor calls regarding the unpaid auto payments. The client then contacted LSNC for assistance. LSNC immediately contacted the police department on the client's behalf and requested a stolen vehicle report. The police initially refused to take the report citing the age old "civil matter" excuse. LSNC carefully explained the facts of the case to the watch commander and he eventually agreed to send out an officer to take the report. The car was recovered one week later and was successfully returned to the lender through voluntary repossession. The client is no longer receiving creditor calls and can once again afford her monthly expenses. The client was also able to cease communications with the predatory cousin. LSNC is continuing to assist the client regarding her rent arrears.

(2) A client with severe mental and physical disabilities contacted the Housing Authority to request permission to add her adult daughter to her household as a live-in aide. Due to complications relating to the client's disability, the client missed two appointments with her case worker. Rather than rescheduling the appointments, the case worker denied the client's request to add her daughter to the household. The Housing Authority then immediately issued a notice of proposed termination of housing assistance claiming that client's daughter was already living in the unit as an unauthorized occupant. The Housing Authority could produce no evidence supporting this allegation. LSNC contacted the Housing Authority on the client's behalf and persuaded the Housing Authority to rescind the notice of termination. The Housing Authority also agreed to retroactively reduce the client's share of the rent, and approved the client's daughter as her live in aid. The client is now receiving the care that she requires and is no longer facing homelessness.

(3) A client with severe physical disabilities was experiencing domestic violence in her home. The client obtained a restraining order and provided a copy of the order to her property manager. Immediately after receiving the restraining order, the property manager issued a notice of termination of tenancy citing the domestic violence as the basis for the termination. LSNC contacted the property manager on the client's behalf and advised him that the client could not be evicted for incidents of domestic violence that were perpetrated against her. In response, the manager issued an erroneous three day notice to pay rent or quit alleging that the client owed over \$900 in unpaid rent. At the time that the notice was issued the client was current on her rent and manager was aware of this fact. LSNC escalated the matter to the manager's supervisor and successfully advocated for the rescission of both notices. The client can now remain in her home and is no longer facing homelessness.

**California Legal Services (Title III B)**  
**PSA Level Quarterly Narrative Report**

**Fiscal Year: 2014-2015**

**Quarter: 4**

(4) A Section 8 tenant got into a dispute with the property manager about the balance due on her account. The manager claimed that the client owed \$498 in unpaid late fees. The client disputed the amount of the fees. The client wanted to move to a new apartment but could not port her Section 8 voucher without a statement from the landlord stating that she was current on the rent. The landlord refused to issue such a letter until the client paid the late fees. LSNC contacted the property manager on the client's behalf and negotiated for the balance to be reduced to \$206.00. The client paid the fees and can now begin the process of porting her voucher to another apartment.

Optional Information on  
Collaboration with Other  
Advocacy Groups

Continued participation with community groups including: Solano Senior Coalition and Vallejo Senior Roundtable. Also continued to work with Senior Legal Hotline and the Ombudsman Services.

**PSA: 29**

**Provider: Senior Legal Services**

**Counties: El Dorado**

Optional Success  
Story(ies)/Case Summary(ies)

Optional Information on  
Collaboration with Other  
Advocacy Groups

**PSA: 30**

**California Legal Services (Title III B)**  
**PSA Level Quarterly Narrative Report**

**Fiscal Year: 2014-2015**

**Quarter: 4**

**Provider: Dor v' Dor Senior Advocacy Network**

**Counties: Stanislaus**

Optional Success  
Story(ies)/Case Summary(ies)

We had 2 seniors who purchased brand new cars from car dealerships. One had just been released from the hospital for confusion. His doctor wrote letters that he lacked the capacity to enter into a contract and we were able to get the dealership to purchase the car back from the family. The second case involved a different dealership and they also agreed to purchase back the car after receiving the doctor's statements.

We assisted the brother and niece of a restraining order client in a lawsuit brought by the restrained party. Along with co-counsel, we were able to settle the case on the day of the trial.

We have started a 24 hour SCAM line that people can call to hear about scams. We also produced a SCAM flyer showing the top 10 scams in our area. We plan to distribute these as door hangers at the National Night Out.

Optional Information on  
Collaboration with Other  
Advocacy Groups

We collaborated with APS, SEAPA, and the DA's office to pull off a successful World Elder Abuse Awareness Day on June 10 at Ralston Tower Park.

**PSA: 31**

**California Legal Services (Title III B)**  
**PSA Level Quarterly Narrative Report**

**Fiscal Year: 2014-2015**

**Quarter: 4**

**Provider: Central California Legal Services**

**Counties: Merced**

Optional Success  
Story(ies)/Case Summary(ies)

April 2015

CCLS CASE NO. 15E-3001029 (LANDLORD/TENANT)

Client, a 64-year-old widow living alone in Merced, came into the CCLS Merced with a "3-day" eviction notice. Client has always had trouble paying her rent on time because it is due on the 1st of each month, and her Social Security check comes on the 3rd. Client asked CCLS staff about the effect of her most recent payment, which she posted on the day after she received the notice. Client's landlord refused to accept her check despite the fact that it was received within the three day notice period. CCLS staff advised her that her landlord did not have a right to evict her if she sent them the rent payment within three days after her receipt of the notice. Despite this, attorney for Landlord filed an unlawful detainer (eviction) lawsuit against Client. CCLS staff assisted Client in responding to the lawsuit in pro per (without an attorney), alleging tender of payment as a defense. Landlord refused to dismiss the lawsuit, and instead requested a trial. Senior Legal Services Attorney met with Client and agreed to represent her in court. Attorney prepared and filed a trial brief and witness/exhibit lists with the Merced Court in advance of the trial, and had them served on landlord's attorney on a Friday. The following Monday, Landlord's attorney informed Senior Legal Services Attorney that Landlord would be dismissing the suit against Client. Over the phone, Landlord's attorney told CCLS Attorney, "I have enough business that I don't have to take cases like this." The unlawful detainer lawsuit against Client was dismissed that day. Attorney assisted client in securing time to move out of her apartment complex and into a more affordable living situation.

May 2015

CCLS Case No.: 15E-1002753 MEDI-CAL ELIGIBILITY

CCLS was contacted by Client, a 61-year-old Delhi monolingual Spanish speaking man In April. Client had become disabled after a work-related injury, and was receiving monthly payments by his employer's carrier as part of a structured settlement. Because of his increased income, Client was having trouble re-qualifying for his previously-priced health-insurance rate under Covered-California. Attorney contacted Client's DSS case reviewer on his behalf. After an exchange of arguments and documents, Client was approved for no share-of-cost Medi-Cal.

June 2015

CCLS Case No.: 15E-3001676 - (Debt Collection/Harassment)

CCLS was contacted by Client, a 72-year-old Dos Palos woman, about a \$40,209 default judgement entered against her regarding the purchase of a horse trailer in Texas. The trailer was purchased for her daughter and (then) son-in-law. Ex son-in-law has since absconded with the horse trailer, and Client has neither the money nor the trailer. After review of documents, Advocate discovered that debt buyer had sued Client in the wrong county (Client lives in Merced County, and the suit was brought in Fresno County.) At the same time, the Court also recognized its error and vacated the judgment. The collector then sued Client in Merced Superior Court. Advocate agreed to represent Client at trail. After answering the lawsuit and propounding discovery, attorney for debt collector called Advocate and asked why he was spending his time defending people who don't pay their bills. He responded that this case was of

**California Legal Services (Title III B)**  
**PSA Level Quarterly Narrative Report**

**Fiscal Year: 2014-2015**

**Quarter: 4**

Optional Information on  
Collaboration with Other  
Advocacy Groups

interest because it is an example of "distant forum" abuse of process, and violations of state and federal Fair Debt Collection Practices Acts. Rather than pursue the case, collector agreed to dismiss the debt lawsuit and delete Client's negative credit information in exchange for a Settlement and Mutual Release Agreement (client agrees not to sue debt collector). Client and her spouse have therefore avoided a \$40,209 judgment, and an adverse credit notation.

April 2015  
On April 29, 2015, Senior Legal Services Project Attorney and Merced Office Managing Attorney met with representatives of The Merced Area Agency on Aging and the Merced Human Services Agency. Discussed recent changes in CCLS intake and data capture systems, and how to we intend to incorporate these changes into our monthly reporting as we move forward. Also discussed how CCLS is working to meet the legal needs of Merced-area seniors, and the need for updated language in the service contract regarding client confidentiality. Further discussed waitlist procedures on follow-up after meeting, and drafted new proposed contract language.  
On April 27, 2015, Senior Legal Services Project Attorney attended the monthly Merced Area Agency on Aging's Advisory Council Meeting. Attorney made comment on services offered by CCLS and availability.

**PSA: 32**

**Provider: Legal Services for Seniors**

**Counties: Monterey**

Optional Success  
Story(ies)/Case Summary(ies)

A client was tricked into giving her home to her daughter and son in law who promised "she could live in the home for the rest of her life." Of course, after 9 months the daughter kicked out our client, who had to resort to living with a family friend. When the client came to us, our Salinas Attorney Mohammed Murad interviewed the client, attempted to informally settle the issue with the daughter, who refused to settle. Given no alternative, Legal Services for Seniors filed a lawsuit and within two weeks after filing our suit, the daughter's lawyer contacted Mohammed and we were able to settle the case and have our client's home returned to her, mortgage free.

Optional Information on  
Collaboration with Other  
Advocacy Groups

Legal Services for Seniors continues to collaborate with the Alliance on Aging, the Area Agency on Aging, Watsonville Law Center and other agencies and organizations.

We are working on a grant from a local funding organization to develop a "senior tech" project. Our idea is to educate seniors first about the legal pitfalls of internet scams and how to use the internet for Social Security and Credit review and general internet literacy. This project seeks to include another non-profit organization which can assist our seniors with general internet literacy as well.

**PSA: 33**

***California Legal Services (Title III B)***  
***PSA Level Quarterly Narrative Report***

**Fiscal Year: 2014-2015**

**Quarter: 4**

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**Provider: Greater Bakersfield Legal Assistance, Inc.      Counties: Kern**

Optional Success  
Story(ies)/Case Summary(ies)

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